



**Association étudiante de l'Université McGill**

*Située sur les territoires traditionnels des collectivités Haudenosaunee et Anishinaabe.*

**Students' Society of McGill University**

*Located on Haudenosaunee and Anishinaabe, traditional territories.*

(514) 398-6800 | [ssmu.ca](http://ssmu.ca) | 3600 rue McTavish, Suite 1200, Montréal, QC, H3A 0G3

# REPORT OF THE SERVICES REVIEW COMMITTEE

Submitted for: 2024-04-04

## MEMBERS ATTENDANCE

- *Monday November 27, 2024*  
Present: Stella (Services Coordinator), Jim (Student Life Assistant), Amina (VP Finance), Jakob (Councillor), Allie (Services Finance Coordinator), Naomi (Councillor)  
Absent: Nadia (VP Student Life)
- *Thursday January 18, 2024*  
Present: Stella, Jim, Amina, Beatriz (New Services Finance Coordinator)  
Absent: Nadia, Jakob, Naomi (Councillor who resigned after this meeting)
- *Tuesday February 6, 2024*  
Present: Stella, Jim, Nadia, Amina, Beatriz, Jakob  
Absent: N/A
- *Tuesday February 20, 2024*  
Present: Stella, Jim, Nadia, Jakob, Beatriz  
Absent: Amina
- *Tuesday February 27, 2024*  
Present: Stella, Jim, Nadia, Amina, Beatriz  
Absent: Jakob
- *Tuesday March 12, 2024*  
Present: Stella, Jim, Nadia, Amina, Beatriz  
Absent: Jakob
- *Wednesday March 20, 2024*  
Present: Stella, Jim, Nadia  
Absent: Amina, Jakob, Beatriz
- *Wednesday March 27, 2024*  
Present: Stella, Jim, Jakob, Nadia, Beatriz  
Absent: Amina
- *Tuesday April 2, 2024*



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Present: TBD

Absent: TBD

## COMMITTEE ACTIVITY

- Discussion of the service review methodology and an update of all material, including the external user survey, self-report survey, interview guideline, rubric and methodology document itself
  - The committee ran low on time and were not able to complete performance evaluations or internal SSMU staff surveys
- Voting of each service based off of each service's summary (written with information gathered from surveys and interviews) in accordance with the newly defined rubric
  - Summaries can be found in this folder: [FOLDER](#)
- Discussion of voting results amongst committee members, as well as noting down the justification of each score
  - A presentation of the service review results with the score and rubric can be found here: [PRESENTATION](#)
- Scores are to be distributed to each service along with reasoning and future improvements
- Review services constitutions that are sent for approval, this year referring to EDCSSMU

## PROJECTS AND PROGRESS

- The SRC is in the process of revamping the services review process for next year, which includes:
  - Continuing to define the scoring process for services with clearer detail
  - Changing the rubric to allow for a stricter vote with a more in-depth analysis of mandate fulfillment and creating a new system to judge complaints (with the creation of added or subtracted bonus points) to get rid of point inflation

## ANNOUNCEMENTS AND REMINDERS

- The Service will be granted one (1) Academic Month, as of the date they are notified of failing the review, to rectify the concerns of the Services Review Committee.
  - A service may choose to waive this time period.
  - The LC may grant an extension for the Service to rectify the situation by a simple majority vote.